

**Metro**Los Angeles County
Metropolitan Transportation AuthorityOne Gateway Plaza
Los Angeles, CA 90012-2952213.922.21
metro.net**EXECUTIVE MANAGEMENT COMMITTEE
JUNE 21, 2012****SUBJECT: CUMULATIVE IMPACTS OF SERVICE CHANGES SINCE JUNE
2007****ACTION: RECEIVE AND FILE INITIAL REPORT ON CUMULATIVE IMPACTS
OF SERVICE CHANGES SINCE JUNE 2007****RECOMMENDATION**

Receive and file this report providing an evaluation on the cumulative impacts of service changes since June 2007.

ISSUE

At its March 24, 2011 meeting, the MTA Board of Directors (Board) approved service changes that went into effect June 26, 2011 or later. These changes were made based on guidance from the Board-approved Transit Service Policy which sets the load standard for buses at 1.3 (130% of seated capacity), focuses on reducing duplicative and unproductive services, and better integration of bus and rail services. Given that this service change represented the fourth major change over the past several years, the Board directed staff to evaluate the cumulative impacts of the service changes on passengers starting from June 2007. This report provides an assessment of the cumulative impacts of service changes implemented between June 2007 and June 2011.

DISCUSSION

As evident in Table 2 and 3, Metro bus service maintains the lowest load standard compared to peer agencies. Likewise Metro maintains the lowest farebox recovery ratio and one of the lowest fare revenue per boarding and base cash fare compared to peer domestic as well as international systems.

Beginning in 1985, with voter approved propositions, such as Propositions A and C and Measure R, local sales tax revenue has been allocated to municipal transit operators. As a result, municipal bus operations have expanded. Metro Bus hours

increased 6% from 7.0 million in 1985 to 7.4 million in 2010 while Muni Operators increased over 200%, from 1.26 million to 3.8 million (Table 1). As a result, Metro Bus' share of regional transit service hours decreased from 85% to 61% of the system while Muni operations grew from 15% to 31%. In addition, rail service, including Metro Rail and Metrolink, currently represent about 8% of the system (roughly 1 million revenue hours).

**Table 1
Change in Revenue Hours (1985-2010)**

		1985	1997	2010	% Change 85-10
Bus	LACMTA (Bus)	7,041,642	6,292,124	7,432,478	6%
	Muni Operators	1,259,700	2,301,416	3,811,436	203%
	Subtotal (Bus)	8,301,342	8,593,540	11,243,914	35%
Rail	LACMTA (Rail)		283,844	685,536	142%
	Metrolink		126,254	261,766	107%
	Subtotal (Rail)		410,098	947,302	131%
Total (System)		8,301,342	9,003,638	12,191,216	47%

Given that the regional transit network has expanded largely with municipal operations and the rail program, Metro bus services need to be adjusted to better integrate with the rail network, and reduce duplication with rail and municipal bus services.

Over the past two years, we implemented bus service changes that resulted in a net reduction of 860,000 revenue hours, or 11%, since June 2009. While the reduction in hours is significant, we took great care in developing the service change proposals to minimize the impact on riders.

Despite these significant service reductions Metro continues to provide the least crowded bus service of any major U.S. city (Table 2). Not only do we have a lower loading standard than others, we operate within the adopted standard while others regularly exceed their policy targets.

Table 2
Agency Active Fleet Load Ratios for Bus Service
(2010 National Transit Database figures)

Agency	Active Fleet Size	Active Fleet Load Ratio¹	Standard Load Factor
Boston (MBTA)	971	2.42	1.40
Las Vegas (RTC)	424	2.03	n/a
Philadelphia (SEPTA)	1,460	1.99	1.69
Chicago (CTA)	1,781	1.99	1.50
New York City (NYCT + MTABUS)	5,593	1.74	1.66
Washington (WMATA)	1,508	1.72	n/a
San Diego (MTS)	236	1.52	1.60
New Jersey Transit (NJ TRANSIT)	2,172	1.43	1.43
Los Angeles County (LACMTA)	2,528	1.23	1.30

¹ Active Fleet Load Ratio is computed using the number of seats plus the maximum number of standees (based on available floor space).

Metro's bus service is not only of higher quality, but the rider pays a lesser share of the cost than in other major cities (Table 3).

Table 3
2010 Fare Recovery, Revenue per Boarding, and
Fares for Comparable US and International Cities

Agency	Fare Recovery Ratio	Fare Revenue per Boarding	Adult Single Trip Base Bus Fare	Adult Single Trip Base Rail Fare
DOMESTIC				
San Francisco (BART) ⁶	71.6%	\$3.06	n/a	\$1.75
NYC Transit (NYCT & MTABUS) ²	55.0%	\$1.00	\$2.25	\$2.25
Las Vegas (RTC) ⁹	47.2%	\$1.07	\$2.00	n/a
Washington (WMATA) ³	44.3%	\$1.43	\$1.70	\$1.95
Chicago (CTA) ⁴	44.0%	\$0.99	\$2.00	\$2.25
San Diego (MTS) ⁷	42.8%	\$1.04	\$2.00	\$2.00
Boston (MBTA) ²	38.3%	\$0.96	\$1.50	\$2.00
New Jersey (NJ Transit) ⁵	37.7%	\$1.83	\$1.50	\$1.50
Philadelphia (SEPTA) ⁸	34.3%	\$0.88	\$2.00	\$2.00

LA County (LACMTA) ¹	26.3%	\$0.69	\$1.50	\$1.50
INTERNATIONAL				
Hong Kong ¹⁰	165.3%	\$1.01	\$0.45 - \$6.57	\$0.45 - \$6.57
Singapore ¹⁰	101.4%	\$0.87	\$0.68 - \$2.03	\$0.68 - \$2.03
Santiago	87.7%	\$0.71	\$1.23	n/a
Sao Paolo	87.3%	\$1.12	\$1.66	\$1.66
London ¹⁰	85.8%	\$1.41	\$6.88 - 18.90	\$6.88 - \$18.90
Montreal	83.1%	\$1.22	\$2.94	\$2.94
Barcelona ¹⁰	51.2%	\$0.90	2.90+	2.90+
Mexico City	46.0%	\$0.23	\$0.24	\$0.24
LA County (LACMTA) ¹	26.3%	\$0.69	\$1.50	\$1.50

¹ Additional Distance Zone Based Fares (2 zones \$0.70, \$1.40) and Silver Line charges a Premium Fare of \$2.45

² Additional Express Fares apply to Bus only (Inner Express \$3.50, Outer Express \$5.00, MTABUS \$5.50)

³ Additional Express Fares apply to Bus (range \$3.85 to \$6.00) and for Rail: Additional Distance Based Fares up to \$5.00, Additional Peak Service

Fare \$0.20, and Time-of-Day 3 Zone Distance Based Reduced Fares exist outside of Regular and Peak Operating Times \$1.60, \$2.15 & \$2.75

⁴ No Additional Fares or Discounts apply to either Bus or Rail

⁵ Distance Based Zone Fares (3 zones for Bus \$1.50, \$2.35, \$2.90) and Rail (2 lines @\$1.50, one line @\$2.10)

⁶ Distance Based Fares apply for Heavy Rail (\$1.75 to \$7.05)

⁷ Express Bus \$2.50, Premium Express Bus \$5.00, Rural Route Buses \$5.00-\$10.00

⁸ Additional Distance Based Zone Fares (Bus & Rail \$0.50-\$1.00)

⁸ Unlimited On & Off Fares along Strip & Downtown Express Fares vary by the # of hours valid, ranging from \$5.00-\$7.00 for 2 to 24 hrs

¹⁰ Additional zoned charges apply

NOTE: All agencies offer a variety of discounts for daily, weekly, monthly passes; and reduced fares for seniors, disabled and students

Four key principles were followed in developing the service change recommendations:

- Identify changes that result in scheduling efficiencies (reduce non-revenue hours that do not impact revenue service);
- Identify changes where alternative services exist;
- Rightsize the system to adhere to the Board adopted load standard;
- Reduce unproductive routes or route segments;

In addition, great care was taken to ensure that ridership impacts were minimized by revising the recommendations based on input from significant public outreach and review efforts. For each of the service changes, we conducted the following efforts:

- 6 Public Hearings
- Establishment of a Transit Advocate Group to review the changes for June 2011
- Distribution of 100,000 Take Ones
- Grassroots public outreach at 7 locations (major transit hubs and stations)
- Rider Bulletins on Metro Buses
- Information on service changes posted on metro.net
- Operator feedback on service improvements incorporated into service changes
- Numerous field observations conducted riding with operators
- Service quality spot checks held at select locations.

For example, in December 2009 we reduced about 200,000 revenue hours. This was achieved by consolidating the number of trips on high frequency lines to achieve the 1.2 load standard at the time, and implementation of the Silver Line. The result of the trip adjustments was a widening of headways for high frequency service (12 min or better) of no more than 3 minutes. This change in headways is virtually unnoticeable. With the Silver Line, we eliminated the duplication of service in downtown LA at the same time we created new BRT service between El Monte and Harbor/Gateway Transit Centers.

While we anticipate minimum impacts to riders, it is important to evaluate the effects of the changes, both immediately after the change as well as cumulatively over the years. At its March 24, 2011 meeting, the Board approved service changes that went into effect June 26, 2011 or later. Given that this service change represented the fourth major change over the past several years, the Board directed staff to evaluate the cumulative impacts of the service changes on passengers starting from June 2007.

Attachment A lists the major service changes implemented since June 2007. A summary of ridership impacts, both immediately after the service change and compared cumulatively to today, is presented below along with highlights of each service change. A detailed impact evaluation is presented in Attachment B. The ridership numbers presented represent ridership only for the lines that were affected by the changes, both the lines that were adjusted and the adjacent lines where we anticipated riders to shift to.

Summary of Ridership Impacts by Service Change Date

June 2007

	Daily Boardings			% Change from Before	
	Before	After	Today	After	Today
Weekday	180,632	182,522	183,627	1%	2%
Saturday	94,409	89,626	91,796	-5%	-3%
Sunday	62,758	62,165	62,251	-1%	-1%

*Boardings only for the lines that were affected by the changes

Service Change Highlights

- Continue to implement the Metro Rapid program as outlined in the New Service Plan;
- Reduce unproductive services.

December 2007

	Daily Boardings			% Change from Before	
	Before	After	Today	After	Today
Weekday	82,617	88,966	96,183	8%	16%
Saturday	46,515	47,010	50,679	1%	9%
Sunday	33,559	33,918	40,044	1%	19%

*Boardings only for the lines that were affected by the changes

Service Change Highlights

- Continue to implement the Metro Rapid program as outlined in the New Service Plan.

June 2008

	Daily Boardings			% Change from Before	
	Before	After	Today	After	Today
Weekday	121,105	120,603	116,318	0%	-4%
Saturday	12,276	11,104	12,748	-10%	4%
Sunday	604	526	666	-13%	10%

*Boardings only for the lines that were affected by the changes

Service Change Highlights

- Implement the remainder of the Metro Rapid program as outlined in the New Service Plan.

December 2008

	Daily Boardings			% Change from Before	
	Before	After	Today	After	Today
Weekday	19,064	21,269	19,713	12%	3%
Saturday	n/a	n/a	n/a	n/a	n/a
Sunday	n/a	n/a	n/a	n/a	n/a

*Boardings only for the lines that were affected by the changes

Service Change Highlights

- Discontinue Line 381 and retain Line 81.

June 2009

	Daily Boardings			% Change from Before	
	Before	After	Today	After	Today
Weekday	12,120	11,869	10,335	-2%	-15%
Saturday	25,360	23,452	22,910	-8%	-10%
Sunday	17,771	16,961	16,634	-5%	-6%

*Boardings only for the lines that were affected by the changes

Service Change Highlights

- Gold Line Eastside Extension Bus/Rail Interface;
- Implement the remainder of the Metro Rapid program as outlined in the New Service Plan.

December 2009

	Daily Boardings			% Change from Before	
	Before	After	Today	After	Today
Weekday	62,402	62,010	68,741	-1%	10%
Saturday	9,784	10,200	11,684	4%	19%
Sunday	7,382	7,058	8,068	-4%	9%

*Boardings only for the lines that were affected by the changes

Service Change Highlights

- Restructure services on the I-110 and I-10 with implementation of the Silver Line;
- Although not listed as a major service change, December 2009 was the first effort to adjust service levels to meet the Board adopted 1.2 load factor for buses. Only trips on high frequency lines (12 min or better frequency) were eliminated and in no instance did the frequency widen by more than 3 minutes (for example, adjusting from 12 to 15 min frequency).

June 2010

	Daily Boardings			% Change from Before	
	Before	After	Today	After	Today
Weekday	63,242	59,547	59,851	-6%	-5%
Saturday	53,872	50,403	51,945	-6%	-4%
Sunday	40,478	36,995	38,949	-9%	-4%

*Boardings only for the lines that were affected by the changes

Service Change Highlights

- Implement new Venice Rapid (Line 733);
- Additional Gold Line Eastside Extension Bus/Rail Interface;
- Additional adjustments to service levels to meet 1.2 load factor.

December 2010

	Daily Boardings			% Change from Before	
	Before	After	Today	After	Today
Weekday	126,750	125,601	124,550	-1%	-2%
Saturday	36,395	34,941	37,339	-4%	3%
Sunday	18,712	17,911	18,582	-4%	-1%

*Boardings only for the lines that were affected by the changes

Service Change Highlights

- Reduce unproductive services;
- Adjust Metro Rapid corridors (consolidate Rapid into Local service on corridors where speed advantage could not be met and little market for longer distance trip making).

June 2011

	Daily Boardings			% Change from Before	
	Before	After	Today	After	Today
Weekday	132,261	127,699	129,098	-3%	-2%
Saturday	103,909	100,593	100,622	-3%	-3%
Sunday	59,714	57,245	55,475	-4%	-7%

*Boardings only for the lines that were affected by the changes

Service Change Highlights

- Reduce duplicative services;

- Adjust Metro Rapid corridors (consolidate Rapid into Local service on corridors where speed advantage could not be met and little market for longer distance trip making);
- Adjustments to service levels to meet Board adopted 1.3 load factor;
- Expo Phase I Bus/Rail Interface.

Cumulative from June 2007 to June 2011

	Daily Boardings			% Change from Before	
	Before	After	Today	After	Today
Weekday	800,193	800,086	808,416	0%	1%
Saturday	382,520	367,329	379,723	-4%	-1%
Sunday	240,978	232,779	240,669	-3%	0%

*Boardings only for the lines that were affected by the changes

CONCLUSIONS

Based on the data collected to date, overall there was a negligible cumulative impact on boardings as a result of the service changes since June 2007, with weekday boardings increasing 1%, Saturday decreasing 1%, and Sunday remaining neutral. Minimizing impacts is largely due to listening to and incorporating public concerns during the planning process and ensuring there are viable alternatives for existing riders.

While overall, there were negligible impacts found, based on the detailed impact analysis presented in Attachment B, there were three changes that warranted further analysis given the more substantial decrease in ridership after the change.

- Line 20, Route 21 – Discontinue Route 21 service to UCLA
Route 21 was a branch of Line 20 which used the same service corridor (Wilshire BI from Downtown Los Angeles to Westwood BI) of Lines 20 and 720. Westwood BI north of Wilshire BI is served by Metro Line 761, Big Blue Bus Lines 1, 2, 3, 8, 12, and Culver CityBus Line 6. In an effort to reduce duplication on a short route segment of just over ¼ of a mile, and to improve on-time reliability for the majority of the patrons traveling between Downtowns Santa Monica and Los Angeles, service on Route 21 was discontinued.

The boardings data for Line 20 shows a 16% reduction in patronage since Route 21 was discontinued. However, it should be compared with Line 720 boardings, which comprises the entire Wilshire Corridor services. During the same time period, Line 720 boardings fell by 14%. Therefore, ridership loss on Line 20 is a result of a corridor wide reduction in demand, not as a result of discontinuing Route 21.

- Line 126, Route 119 – Discontinue Route 119 service on 108th St

For the June 2007 service changes, Line 126 and Route 119 were discontinued. These lines provided minimal service on small city streets. Subsequently, Beach Cities Transit began operating service along the Line 126 alignment during the peak hours, so previous Line 126 patrons likely migrated to Beach City Transit services. Previous Route 119 patrons are ½ mile away from either Line 117 on Century Bl or Line 120 on Imperial Highway so some patronage may have migrated to the remaining services.

- Line 10, Route 11 – Discontinue Route 11
Line 10 and Route 11 used the same streets from Downtown Los Angeles to the intersection of Hoover St and Beverly Bl. At this point, Route 11 branched up Virgil Av. up ¼ mile in length to Clinton St.; Line 10 at Beverly Bl branched north on Hoover St to Clinton St, travel east two short blocks and rejoined the now combined route out Melrose Av to the Beverly Center. Both routes served the exact same alignment except for the Route 11 ¼ mile deviation. The decline in patronage appears minor except for Saturday service. However, Line 14 on Beverly Bl., adjacent to Line 10 Melrose Ave., also experienced a significant drop on Saturday. Therefore, the significant decrease in Saturday ridership on Line 10 can be partially attributed to reduced travel demand in the area.

While service levels have been reduced, staffing has been maintained for support services to improve service quality. By maintaining transportation supervisor and increasing maintenance staffing levels, despite the reduction in service and fleet size, we have been able to improve the quality of service to our riders. From April 2009 to March 2012, on time performance has improved 11%, from 68.7% to 76.6%. Mean miles between total roadcalls has improved 41%, from 1,615 to 2,285.

This evaluation indicates that careful development of service proposals through extensive public involvement, and focusing on providing high quality services, can minimize impacts of service reductions to ridership.

In addition, as part of the Title VI corrective action plan, a cumulative review of service changes between December 2009 and June 2011 will be conducted based on methodology to be developed in coordination with, and approved by the Federal Transit Administration.

POLICY IMPLICATIONS

Monitoring the effects of implemented service changes is necessary to ensure that intended results have been achieved consistent with the Board-approved policy and fiscal capacity of the agency.

DETERMINATION OF SAFETY IMPACT

If approved by the Board, the details outlined in this report are expected to have a positive impact on safety with further improvements of service levels and quality for passengers.

NEXT STEPS

Staff will continue to evaluate service changes implemented in the future.

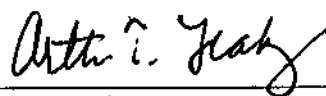
ATTACHMENTS

- A. Major Service Changes June 2007 through June 2011
- B. Impacts of Service Changes from June 2007 through June 2011

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**ATTACHMENT A
MAJOR SERVICE CHANGES JUNE 2007 THROUGH JUNE 2011**

JUNE 2007	
11	Discontinued (Route 10 retained)
21	Discontinued (Route 20 retained)
119	Discontinued (Route 126 retained)
154	Discontinued SA
155	Discontinued SA & SU
170	Discontinued (replaced by extension of Line 287)
239	Discontinued SA (Route 230 retained)
275	Discontinued [service assumed by Norwalk Transit]
290	New Service
292	New Service
622	Discontinued
665 (65)	New Service (replaces portion of indicated route)
704 (304)	New Service (discontinue limited)
760 (360)	New Service (discontinue limited) <u>[will discontinue SU in 6-11]</u>
920	New Service <u>[will be discontinued in 12-10]</u>
940	New Service <u>[will be discontinued in 6-08]</u>
DECEMBER 2007	
35 & 335	New Service (replaced portion of 68 & 368) <u>[335 will be discontinued in 6-11]</u>
46	Discontinued (replaced by extension of Line 252)(Route 45 retained)
684	Discontinued
704	Upgraded from 40-foot to 60-foot buses
760	Upgraded from 40-foot to 60-foot buses
780	New Service SA & SU <u>[SA & SU will be discontinued in 12-10]</u>
728 (328)	New Service (discontinue limited)
770 (370)	New Service (discontinue limited)
JUNE 2008	
222	New Service
376	Discontinued
724	New Service
753	New Service
715 (315)	New Service (discontinue limited) <u>[will be discontinued in 12-10]</u>
730 (330)	New Service (discontinue limited) <u>[will be discontinued in 6-12]</u>
762 (361)	New Service (discontinue limited) <u>[will discontinue SA in 12-10]</u>
794 (394)	New Service
940	Discontinued

DECEMBER 2008	
381	Discontinued (service retained on Line 81)
JUNE 2009	
124	Discontinued [service assumed by Gardena Transit]
177	Major Reroute; shortened midday; peak directional operation
711	Discontinued SA & SU (service added to Line 111 SA & SU)
724	Discontinued (service added to Line 224)
794	Added SA & SU [will discontinue SA & SU in 6-11]
DECEMBER 2009	
153	Discontinued
190 (490)	New Service (replaces portion of former line) - SILVER LINE
194 (484)	New Service (replaces portion of former line) - SILVER LINE
246 (446)	New Service (replaces portion of former line) - SILVER LINE
247 (447)	New Service (replaces portion of former line) - SILVER LINE
344 (444)	New Service (replaces portion of former line) - SILVER LINE
902	New Service [Temporary Service ended by 12-10]
910	New Service - SILVER LINE
JUNE 2010	
31	Discontinued (retained Route 30)
66 & 366	Upgraded from 40-foot to 60-foot buses (discontinued limited)
733 (333)	New Service (discontinue limited)
DECEMBER 2010	
68 & 287	Extend 68 to Montebello Ctr via 2 routes; Discontinue 287 west of Montebello Ctr
168	Discontinued
214	Discontinued
220	Discontinued SA
439	Discontinued SA & SU; shortened to Fox Hills Mall & discontinued midday
607	Revised to operate one-way only
608	Discontinued
626	Discontinued
711 (311)	Discontinued (reinstate limited)
714	Discontinued (service added to Line 14)
715	Discontinued (service added to Line 115)
750	Discontinued SA & SU (service added to Line 150 SA & SU)
753	Discontinued (service added to Line 53)
762	Discontinued SA (service added to Line 260 SA)
780	Discontinued SA & SU (service added to Line 180 SA & SU)
920	Discontinued (service added to Line 720)

JUNE 2011

26	Discontinued (retained 51, 52 & 352)
94 & 794	Extend 94 to Sylmar on SA & SU; Discontinue 794 SA & SU
96 & 155	Shorten 96 to Burbank; Reroute 155 west of Burbank via route of 96
247 (205)	Discontinued (Line 246 retained; Line 205 rerouted)
335	Discontinued
445 (450)	Discontinued (450 extended to San Pedro & added SA & SU)
485	Discontinued SA & SU; shortened to Union Station
634 (230)	Discontinued (230 extended to Mission College)
751	Discontinued SA (service added to Line 251)
757 (207)	Discontinued SA & SU; replace 60-foot with 40-foot (207 replace 40-foot with 60-foot)
760	Discontinued SU; shortened to Long Beach Green Line Station (service added to Line 60)
902	Discontinued (service added to Line 233)

**ATTACHMENT B
MAJOR SERVICE CHANGES JUNE 2007 THROUGH JUNE 2011**

JUNE 2007 SERVICE CHANGES

Line(s)	Description of Change	BOARDINGS		BOARDINGS/REV HR		QTR COMPLAINTS	
		Before	After	Before	After	Before	After
11	Discontinued (Route 10 retained)	DX - 16,786 SA - 10,985 SU - 6,719	DX - 16,157 SA - 8,747 SU - 6,005	DX - 57.3 SA - 51.5 SU - 44.9	DX - 52.3 SA - 40.4 SU - 40.0	22	39
21	Discontinued (Route 20 retained)	DX - 20,642 SA - 13,995 SU - 10,219	DX - 21,089 SA - 10,606 SU - 8,681	DX - 48.6 SA - 41.7 SU - 32.2	DX - 51.4 SA - 35.7 SU - 31.2	38	63
119	Discontinued (Route 126 retained)	DX 440	DX 241	18.3	14.5	2	11
154	Discontinued SA	SA: 602	NA	SA: 18.2	NA	7	2
155	Discontinued SA & SU	SA: 437 SU: 434	NA	SA: 18.7 SU: 21.8	NA	15	7
170	Discontinued (replaced by extension of Line 287)	329 - DX	392 - DX	23 - DX	19 - DX	0	8
239	Discontinued SA (Route 230 retained)	Line <u>230/239:</u> SA: 3,609	Line 230: SA: 2,932 Line 239: NA	SA: 42.9	56.1	Line <u>230/239:</u> 17	Line <u>230/239:</u> 16
275	Discontinued [service assumed by Norwalk Transit]	DX - 579	N/A	18	N/A	3	N/A

290	New Service	<u>Line 90:</u> DA: 6,604 SA: 4,280 SU: 2,912 <u>Line 290:</u> DA: 1,114 SA: 299 SU: NA	<u>Line 90:</u> DA: 39.3 SA: 35.5 SU: 28.3 <u>Line 290:</u> NA	<u>Line 90:</u> DA: 38.9 SA: 39.7 SU: 30.8 <u>Line 290:</u> DA: 26.4 SA: 18.2 SU: NA	<u>Line 90:</u> 31 <u>Line 290:</u> NA	<u>Line 90:</u> 25 <u>Line 290:</u> 6
292	New Service	<u>Line 92:</u> DA: 6,636 SA: 5,410 SU: 3,856 <u>Line 292:</u> DA: 2,319 SA: 1,667 SU: 1,299	<u>Line 92:</u> DA: 38.4 SA: 35.0 SU: 30.8 <u>Line 292:</u> NA	<u>Line 92:</u> DA: 35.1 SA: 34.0 SU: 25.1 <u>Line 292:</u> DA: 30.3 SA: 29.0 SU: 22.4	<u>Line 92:</u> 38 <u>Line 292:</u> NA	<u>Line 92:</u> 35 <u>Line 292:</u> 6
622	Discontinued	DX 21	3.2	N/A	1	N/A
665 (65)	New Service (replaces portion of indicated route) (Montebello replaces remainder)	da: 2403 sa: 883 su: 459	da: 39.9 sa: 32.2 su: 19.6	da: 31.8 sa: 21.1 su: 17.6 MB: n/a	1	n/a

704 (304)	New Service (discontinue limited) [After from Jan 2008 - no prior data]	DX - 36,432 SA - 31,028 SU - 21,571	DX - 39,719 SA - 32,702 SU - 24,892	DX - 54.3 SA - 54.3 SU - 50.2	Line 4 DX - 52.8 SA - 50.5 SU - 46.7 Line 704 DX - 43.0 SA - 43.7 SU - 42.9	77	Line 4 82 Line 704 94
760 (360)	New Service (discontinue limited) [will discontinue SU in 6-11]	Line 60 da:30277 sa:22843 su:16309	Line 60 da:19829 sa:17307 su:10672 Line 760 da:9754 sa:5391 su:3641	Line 60 da: 61.4 sa: 61.2 su: 58.2	Line 60 da: 64.1 sa: 60.6 su: 55.2 Line 760 da: 47.9 sa: 49.1 su: 36.4	Line 60/360 44	Line 60 20 Line 760 10
920	New Service [will be discontinued in 12-10]	720 48,222	720 & 920 48,499	720 29.7	720 66.1 920 29.1	720 121	720 125 920 16
940	New Service [will be discontinued in 6-08]	740: DX 9234	740 & 940: DX 9181	740 - 45.6	740 - 42.7 940 - 15.3	740 - 26	940 - 32

DECEMBER 2007 SERVICE CHANGES

Line(s)	Description of Change	BOARDINGS		BOARDINGS/REV HR		QTR COMPLAINTS	
		Before	After	Before	After	Before	After
35 & 335	New Service (replaced portion of 68 & 368) [335 will be discontinued in 6-11]	68 DX - 7,423 SA - 4,709 SU - 3,112	35 DX - 9,244 SA - 5,774 SU - 3,604	DX - 67.7 SA - 65.6 SU - 65.6	DX - 64.8 SA - 58.2 SU - 49.5	39	14
46	Discontinued (replaced by extension of Line 252) (Route 45 retained)	Line 45-46 da:21291 sa:16692 su:11289	Line 45 da:20522 sa:15442 su:10408	Line 45 da: 66.5 sa: 69.7 su:66.2	Line 45 da: 69.5 sa:69.3 su: 65.5	Line 45 23	Line 45 18
684	Discontinued (Foothill 286 serves corridor)	342 - DX 152 - SAT 140 - SUN	N/A	14 - DX 12 - SA 11 - SUN	N/A	6	N/A
704	Upgraded from 40-foot to 60-foot buses	N/A	DX - 13,064 SA - 8,865 SU - 7,049	N/A	DX - 46.5 SA - 43.6 SU - 49.4	94	50
760	Upgraded from 40-foot to 60-foot buses	da:9308 sa:4642 su:3286	da:8516 sa:4421 su:3456	da: 45.7 sa: 42.2 su: 32.8	da: 41.8 sa: 40.3 su: 34.4	10	3

780	New Service SA & SU <u>[SA & SU will be discontinued in 12-10]</u>	180 11,607 - SA 8,823 - SU	780 3,304 - SA 2,498 - SU 180 7,780 - SA 5,910 - SU	180 49 - DX 780 40 - DX	780 49 - SA 24 - SU 180 45 - SA 33 - SU	180 & 780 14	180 & 780 36
728 (328)	New Service (discontinue limited)	17,251	18,166	46.3	Line 28 49.1 Line 728 40.9	49	Line 28 17 Line 728 20
770 (370)	New Service (discontinue limited)	70 14,280 - DX	70 13,062 - DX 770 3,215 - DX	7 50-DX	70 52-DX 770 42 - DX	70 & 770 20	70 & 770 16

JUNE 2008 SERVICE CHANGES

Line(s)	Description of Change	BOARDINGS		BOARDINGS/REV HR		QTR COMPLAINTS	
		Before	After	Before	After	Before	After
222	New Service	Line 163 Hollywood Way Segment DX: 1,253 SA: 739 SU: 604	Line 222 DX: 1,411 SA: 686 SU: 526	Line 163 DX: 48.2 SA: 47.1 SU: 39.5	Line 163 DX: 61.8 SA: 53.0 SU 56.7 Line 222 DX: 23.3 SA: 18.8 SU: 12.7	Line 163: 37 Line 222: 24	Line 163: 34 Line 222: 24

376	Discontinued	76 10,881 - DX	76 10,662 - DX	47 - DX	53 - DX	14	18
724	New Service	Line 224: 10,433	Line 224: 3,691 Line 724: 7,143	Line 224: 54.3	Line 224: 59.4 Line 724: 36.5	Line: 224: 11	Line 224: 26 Line 724: 4
753	New Service	Line 53-350 da:13287	Line 53 da:12014 Line 753 da:2959	Line 53 da: 56.7	Line 53 da: 66.1 Line 753 da: 24.8	Line 53 20	Line 53 23 Line 753 5
715 (315)	New Service (discontinue limited) [will be discontinued in 12-10]	115: DX 16908	115 & 715: DX 17634	115 - 63.6	115 - 65.0 715 - 32.8	115 - 32	715 - 61
730 (330)	New Service (discontinue limited) [will be discontinued in 6-12]	27,725	24,545	65.5	Line 30 71.1 Line 730 52.3	34	Line 30 38 Line 730 3
762 (361)	New Service (discontinue limited) [will discontinue SA in 12-10]	260 18,272 - DX 11,537 - SA	260 12,286 - DX 8,292 - SA 762 5,260 - DX 2,126 - SA	260 57 - DX 49 - SA	260 56 - DX 51 - SA 762 35 - DX 25 - SA	43	29

794 (394)	New Service	Line 94: 13,205	Line 94: 9,766 Line 794: 3,874	Line 94: 38.2	Line 94: 47.5 Line 794: 25.5	Line 94: 17 Line 94: 21 Line 794: 5
940	Discontinued (service added to 740)	740 & 940: DX 9141	740: DX 9358	740 - 45.9 940 - 10.8	740 -51.5	740 & 940: 25 740: 24

DECEMBER 2008 SERVICE CHANGES

Line(s)	Description of Change	BOARDINGS		BOARDINGS/REV HR		QTR COMPLAINTS	
		Before	After	Before	After	Before	After
381	Discontinued	19,064 - DX	21,269 - DX	55 - DX	51 - DX	24	22

JUNE 2009 SERVICE CHANGES

Line(s)	Description of Change	BOARDINGS		BOARDINGS/REV HR		QTR COMPLAINTS	
		Before	After	Before	After	Before	After
124	Discontinued [service assumed by Gardena Transit]	DX 1,117	N/A	DX 31.8	N/A	DX 3	N/A
177	Major Reroute; shortened midday; peak directional operation	212 - DX	291 - DX	10 - DX	19 - DX	10	7
711	Discontinued SA & SU (service added to 111)	111 SA - 12,412 SU - 8,626 711 SA - 3,968 SU - 2,575	111: SA - 14,623 SU - 10,671	711: SA - 57.3 SU - 47.9	111: SA - 68.4 SU - 55.3	111 & 711: 29	111: 47

724	Discontinued (service added to 224)	Line 224: 7,991 Line 724: 3,917	Line 224: 11,578	Line 224: 53.5 Line 724: 36.7	Line 224: 52.9	Line 224: 15 Line 724: 4	Line 224: 26
794	Added SA & SU [will discontinue SA & SU in 6-11]	Line 94 SA: 8,980 SU: 6,570	Line 94 SA: 4,889 SU: 3,221 Line 794 SA: 3,940 SU: 3,069	Line 94 SA 38.9 SU 34.1	Line 94 SA: 38.5 SU 34.2 Line 794 SA: 37.1 SU: 35.0	Line 94: 14 Line 794: 7	Line 94: 20 Line 794: 12

DECEMBER 2009 SERVICE CHANGES

Line(s)	Description of Change	BOARDINGS		BOARDINGS/REV HR		QTR COMPLAINTS	
		Before	After	Before	After	Before	After
153	Discontinued (Line 152 retained)	152/153/353 12,919	152/353 12,919	53.0	54.9	24	39
190 (490)	New Service (replaces portion of former line) - SILVER LINE	DX - 6283 SA - 1739 SU - 1359	DX - 8514 SA - 4127 SU - 2843	36.2	32.5	17	25
194 (484)	New Service (replaces portion of former line) - SILVER LINE	DX - 7415 SA - 4174 SU - 3057	included above	32.3	included above	29	included above
246 (446)	New Service (replaces portion of former line) - SILVER LINE	DX - 4324 SA - 2262 SU - 1765	DX - 3318 SA - 2221 SU - 1689	25.8	27.3	25	21
247 (447)	New Service (replaces portion of former line) - SILVER LINE	included above	included above	included above	included above	included above	included above

344 (444)	New Service (replaces portion of former line) - SILVER LINE	DX - 3026 SA - 1609 SU - 1201	DX - 1943 SA - 1263 SU - 768	28.3	24.7	40	10
902	New Service [Temporary Service ended by 6-11]	Line 233: 17,235 Line 761: 11,200 Line 902: NA	Line 233: 12,324 Line 761: 11,578 Line 902: 4,129	Line 233: 77.4 Line 761: 51.9 Line 902: NA	Line 233: 73.6 Line 761: 51.8 Line 902: 64.4	Line 233: 29 Line 761: 29 Line 902: NA	Line 233: 9 Line 761: 22 Line 902: 10
910	New Service - SILVER LINE		DX - 7285 SA - 2589 SU - 1758		38.1		51

JUNE 2010 SERVICE CHANGES

Line(s)	Description of Change	BOARDINGS		BOARDINGS/REV HR		QTR COMPLAINTS	
		Before	After	Before	After	Before	After
31	Discontinued (retained Route 30)	DX - 14,857 SA - 16,156 SU - 14,409	DX - 13,586 SA - 15,509 SU - 11,650	DX - 62.1 SA - 61.3 SU - 62.1	DX - 61.9 SA - 63.4 SU - 60.1	11	10
66 & 366	Upgraded from 40-foot to 60-foot buses (discontinued limited)	da:24198 sa:19458 su:11673	da:21091 sa:16267 su:9402	da: 70.6 sa: 70.2 su: 70.8	da: 71.8 sa: 69.4 su: 62.1	Line 66/366 11	Line 66 25

733 (333)	New Service (discontinue limited)	33 DX - 24,187 SA - 18,258 SU - 14,396	33 & 733 DX - 24,870 SA - 18,627 SU - 15,943	DX - 44.9 SA - 46.8 SU - 42.4	Line 33 DX - 48.8 SA - 49.1 SU - 45.2 Line 733 DX - 47.3 SA - 54.4 SU - 49.7	75	Line 33 62
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DECEMBER 2010 SERVICE CHANGES

Line(s)	Description of Change	BOARDINGS		BOARDINGS/REV HR		QTR COMPLAINTS	
		Before	After	Before	After	Before	After
68 & 287	Extend 68 to Montebello Ctr via 2 routes; Discontinue 287 west of Montebello Ctr	84 9,121 - DX 287	84 10,395 - DX 287 770 - DX	84 46 - DX 287 22 - DX	84 48 - DX 287 18 - DX	84 = 17 287 = 3	84 = 19 287 = 4
168	Discontinued	DX 289	NA	DX 17.2	NA	DX 3	NA
214	Discontinued	DX 496		DX 15.7		DX 1	
220	Discontinued SA	220 SA - 1,828	105 part. SA - 1,714	220 - 10.4 105 - 66.8	105 - 63.9	6	8
439	Discontinued SA & SU; shortened to Fox Hills Mall & discontinued midday	DX - 1,144 SA - 641 SU - 550	DX - 431	15.1	13.7	24	6
607	Revised to operate one-way only	DX 174	DX 101	7.2	16.5	0	2
608	Discontinued	DX 122		6.3		4	

626	Discontinued	625 - 272 626 - 210	625 - 296	626 / 625 8.4	625 - 14.0	3	3
711 (311)	Discontinued (reinstate limited)	111 - 14,940 711 - 4,876	111 20,270	111 - 60.1 711 - 42.5	111 62.8	111 & 711 27	111 30
714	Discontinued (service added to 14)	14 & 714 DX - 21063	14 DX - 21157	14 - 56.9 714 - 36.1	14 - 58.7	14 - 40 714 - 5	14 - 38
715	Discontinued (service added to 115)	115 13,345 715 4,796	115 17,271	115 - 57.5 715 - 36.9	115 - 59.0	115 & 715 42	115 - 45
750	Discontinued SA & SU (service added to 150)	<u>Line</u> 150/240: SA: 9,289 SU: 7,684 <u>Line 750:</u> SA: 2,737 SU: 1,462	<u>Line 150:</u> SA: 11,175 SU: 8,817 <u>Line 750:</u> NA	<u>Line 150:</u> SA: 44.8 SU: 39.8 <u>Line 750:</u> SA: 33.9 SU: 23.8	<u>Line 150:</u> SA: 47.2 SU: 39.3 <u>Line 750:</u> NA	<u>Line 150:</u> 44 <u>Line 750:</u> 11	<u>Line 150:</u> 36 <u>Line 750:</u> 12
753	Discontinued (service added to 53)	Line 53-753 da: 10970 Line 753 da: 2820	Line 53 da: 14156	Line 53 da: 64.1 Line 753 da: 29.5	Line 53 da: 62.2	Line 53 11 Line 753 0	Line 53 19
762	Discontinued SA (service added to 260)	260 8,494 - SA 762 2,155 - SA	260 10,869 - SA	260 48 - SA 762 29 - SA	260 48 - SA	4	3

780	Discontinued SA & SU (service added to 180)	180 8,438 - SA 6,854 - SU 780	180 11,183 - SA 9,094 - SU	180 43 - SA 39 - SU 780	180 46 - SA 38 - SU	31	24
920	Discontinued (service added to 720)	720 & 920 DX - 41014	720 DX - 40754	720 - 62.5 920 - 34.0	720 - 62.5	720 - 85 920 - 13	720 - 89

JUNE 2011 SERVICE CHANGES

Line(s)	Description of Change	BOARDINGS		BOARDINGS/REV HR		QTR COMPLAINTS	
		Before	After	Before	After	Before	After
26	Discontinued (retained 51. 52 & 352)	26,204,754 DX - 41,523 SA - 31,260 SU - 18,699	51,204,754 DX - 40,451 SA - 30,545 SU - 17,306	Line 26/51 da: 71.8 sa: 65.1 su: 56.7	Line 51 da: 72.2 sa: 65.1 su: 62.5	Line 26/51 42	Line 51 50
94 & 794	Extend 94 to Sylmar on SA & SU; Discontinue 794 SA & SU	<u>Line 94:</u> SA: 4,075 SU: 2,810 <u>Line 794:</u> SA: 3,510 SU: 2,524	<u>Line 94:</u> SA: 7,997 SU: 4,961 <u>Line 794:</u> NA	<u>Line 94:</u> SA: 35.2 SU: 30.2 <u>Line 794:</u> SA: 35.9 SU: 29.0	<u>Line 94:</u> SA: 43.9 SU: 37.9 <u>Line 794:</u> NA	<u>Line 94:</u> 16 <u>Line 794:</u> 5	<u>Line 94:</u> 24 <u>Line 794:</u> 7

96 & 155	Shorten 96 to Burbank; Reroute 155 west of Burbank via route of 96	Line 96: DA: 2,712 SA: 1,950 SU: 1,083 Line 155: DA: 577	Line 96: DA: 1,699 SA: 950 SU: 516 Line 155: DA: 1,721 SA: 857 SU: 473	Line 96: DA: 20.6 SA: 25.6 SU: 25.3 Line 155: DA: 27.6 No SA/SU	Line 96: DA: 29.8 SA: 43.5 SU: 27.9 Line 155: DA: 31.2 SA: 21.8 SU: 16.7	Line 96: 24 Line 155: 6	Line 96: 6 Line 155: 25
247 (205)	Discontinued (Line 246 retained; Line 205 rerouted)	246 DX - 3310 SA - 2372 SU - 1398 205 DX - 4822 SA - 1828 SU - 1522	Line 246 DX - 2909 SA - 1924 SU - 1131 205 DX - 5143 SA - 2167 SU - 1516	246 - 27.6 205 - 32.9	246 - 38.2 205 - 33.2	246 & 205 41	246 & 205 41
335	Discontinued	35 DX - 14605	35 DX - 13531	72.7	62.8	13	33
445 (450)	Discontinued (450 extended to San Pedro & added SA & SU)	445 DX - 1287 SA - 791 SU - 640 450 DX - 833	450 DX - 1485 SA - 368 SU - 264	445 - 22.6 450 - 37.0	450 - 25.5	445 & 450 24	450 - 24
485	Discontinued SA & SU; shortened to Union Station	2,636 - DX 1,193 - SA 892 - SU	1,557 - DX	29 - DX 19 - SA 14 - SU	29 - DX	26	6

634	Discontinued (230 extended to Mission College)	<u>Line 230 & 634:</u> DA: 5,319	<u>Line 230:</u> DA: 4,732 <u>Line 634:</u> NA	<u>Line 230:</u> DA: 57.3 <u>Line 634:</u> DA: 34.8	<u>Line 230:</u> DA: 51.4 <u>Line 634:</u> NA	<u>Line 230:</u> 10 <u>Line 234:</u> 2	<u>Line 230:</u> 13 <u>Line 634:</u> NA
751	Discontinued SA (service added to 251)	251 6,550 - SA 751 2,500 - SA	251 8,811 - SA	251 44 - SA 751 47 - SA	251 45 - SA	251 - 17 751 - 3	251 - 16
757 (207)	Discontinued SA & SU; replace 60-foot with 40-foot (207 replace 40-foot with 60-foot) (service added to 207)	207 SA - 22483 SU - 13454 757 SA - 6152 SU - 4853	207 SA - 27,288 SU - 17,669	207 - 81.0 757 - 70.6	207 - 99.6 757 - 78.4	207 & 757 34	207 & 757 54
760	Discontinued SU; shortened to Long Beach Green Line Station (service added to 60)	Line 60 da:17976 sa:14309 su:8700 Line 760 da:8914 sa:4936 su:3139	Line 60 da:20749 sa:15537 su:13106 Line 760 da:6850 sa:4071 su:n/a	Line 60 da:60.5 sa:52.1 su:44.8 Line 760 da:54.6 sa:45.2 su:35.3	Line 60 da:63.4 sa:56.5 su:48.4 Line 760 da:56.1 sa:48.9 su:None	Line 60 45 Line 760 7	Line 60 28 Line 760 8

902	Discontinued (Service added to 233)	<u>Line 233:</u> 12,170 <u>Line 761:</u> 10,930 <u>Line 902:</u> 4,347	<u>Line 233:</u> 15,225 <u>Line 761:</u> 11,672 <u>Line 902:</u> NA	<u>Line 233:</u> 73.4 <u>Line 761:</u> 52.5 <u>Line 902:</u> 65.1	<u>Line 233:</u> 78.3 <u>Line 761:</u> 56 <u>Line 902:</u> NA	<u>Line 233:</u> 14 <u>Line 761:</u> 25 <u>Line 902:</u> 4	<u>Line 233:</u> 25 <u>Line 761:</u> 39 <u>Line 902:</u> NA
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